



Ref : RB/SLA-09180012

Date: 1-03-2018

Service Level Agreement (SLA)

Between

RB Corporation with its principle place of Business at , Chawk view Market(4th Floor), Chawkbazar, Chittagong, Bangladesh

And

Gunner's English School with its principle place of Organization at Haliashahar, Chittagong, Bangladesh.

This **Service Level Agreement** offers the client, the following commitments from the Service Provider, for the service / product defined below :

Objective:

The objective of this agreement is to provide Installation and Maintenance service for School Attendance & SMS notification in favor of **Gunner's English School by RB Corporation**. Under the agreement's Terms & Condition **RB Corporation** shall provide the Software Service as per requirement state in the work order during the contract period on the best effort of **RB Corporation**

Software Module Increase or Update:

For any kind of upgradation or Adding additional module to current system, The company have to pay according to the work volume. Price can be negotiated by prior discussion with the current software owner.

Support & Services:

Six months free service will be provided from the date of installation and after six months service charge will be generated yearly 8,500/- (Eight thousand Five Hundred only). Service Charge should be paid as pre-paid basis.

N.B : This contract duration for : 1-03-2019 to 31-02-2022

Grant of Nonexclusive Right and License

A transactional, nontransferable, nonexclusive right and license to sublicense the Products to Registered End Users for use on computers located in the Engagement, for such Registered End User's internal use only and without the further right to sublicense, distribute, transfer or transmit the Products.

Maintenance Services:

RB Corporation, will solve any kind problem during use existing system according to end users complaint within 24 hr. On the basis of problem, service time may take more then one day longer. **RB Corporation** has the right to disagree the maintenance service until paid the yearly service contract.

Data Backup:

We highly recommend taking backup regularly by using CD, Pen drive or extra Hard Disk. For any types of problem we can repair / restore your data from your backup. Otherwise **RB Corporation** has no responsibility to run your software.



Completeness of The agreement

The parties agree that this agreement and its terms & conditions which are incorporated by the reference herein, constitute the complete and exclusive statement of the Agreement between the parties which supersedes all prior agreements, oral or written and all other communications between the parties relating to the subject matter hereof.

IN WITNESS WHEREOF, the parties hereto put their hands on this day, month and year aforementioned.

Signature of Parties :

Gunner's English School

Signature :

Name :

Title :

Date :

RB Corporation

Signature :

Name :

Title :

Date :

Witness :

Signature :

Name :

Title :

Date :

Signature :

Name :

Title :

Date :